

Please only provide the information requested on this form and do not submit any attachments or additional personal information. We will follow up with you after receiving your request. Submit this form by email to <u>homeless.support@toronto.ca</u>

Is your request to TSSS a: Compliment Complaint Appeal

Contact Information		
First Name	Last Name	

Preferred Method of Contact (complete all that apply)

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Email	Telephone Number
Mail (Street Number, Street Name, Suite/Unit, Number, City/Town, Province, Postal Code) *Complete only if no email/telephone number provided	

Advocate/Agent or Other Contact Person

By checking this box, I hereby certify that the "Advocate/Agent or Other Contact Person" identified on this form provided consent to have their personal information collected and stored by the City of Toronto, as well the Notice of Collection statement placed on this form was presented to this individual

Name (First, Last) of Advocate/Agent	Agency (if applicable)
Telephone Number	Email

Request Details

Service area:
Central Intake Drop-in Services Encampment Shelters/Respites Street Outreach Other: Please specify (Please do not provide any personal information about yourself or the other individuals):
Name of the program/organization the request is about (Please do not provide any personal information about yourself or the other individuals):
Is your request about: Clarity of processes and/or procedures? A decision or outcome? Timeframe of service(s) provided? Finding reliable or consistent information to access or apply for a service? Accessing a service, program, or facility? Staff conduct and behaviour (e.g., knowledgeable, friendly, fair, respectful)?



Complaint Form

Consent	
Signature	Date (yyyy-mm-dd)

By submitting this form, you are providing Toronto Shelter and Support Services consent to investigate the request and for contact purposes (including following-up with shelter service providers).

Toronto Shelter and Support Services collects personal information on this form under legal authority of the City of Toronto Act, 2006, section 226.3; Mayoral Decision 8-2022; and the City of Toronto Municipal Code, Chapter 169, Officials, City, Article 1, City Manager, sections 169-1, 169-2 and 169-4. The information will be used to investigate the complaint and may be used for contact purposes. Questions about this collection can be directed to the Supervisor Agency Review and Quality Assurance, Homeless Initiatives and Prevention Services, 55 John Street, Metro Hall, 6th Floor, Toronto, Ontario, M5V 3C6 or by telephone at 416-392-8741